the

UNITED STATES DISTRICT COURT EASTERN DISTRICT OF PENNSYLVANIA

HELEN SWARTZ, Individually,

("ADA").

Plaintiff,		
v.	Case No.	19 3486
UPENN HOSPITALITY, INC., d/b/a SHERATON UNIVERSITY CITY HOTEL,		
Defendant.		FILED
		AUG 0 1 2019

COMPLAINT

Plaintiff, HELEN SWARTZ, Individually, on her behalf and on behalf of all other mobility-impaired individuals similarly-situated, (sometimes referred to as "Plaintiff"), hereby sues the Defendant, UPENN HOSPITALITY, INC. d/b/a Sheraton University City Hotel (sometimes referred to as "Defendant") for Injunctive Relief, and attorney's fees, litigation expenses, and costs pursuant to the Americans with Disabilities Act, 42 USC § 12181 et seq.

- 1. Plaintiff, HELEN SWARTZ, resides in Miami Beach, Florida, in the County of Miami-Dade.
- 2. Defendant's property, Sheraton University City Hotel, is located at 3549 Chestnut Street, Philadelphia, PA, in the County of Philadelphia.
- 3. Venue is properly located in the Eastern District of Pennsylvania because venue lies in the judicial district of the property situs. The Defendant's property is located in and does business within this judicial district.

- 4. Pursuant to 28 USC § 1331 and 28 USC § 1343, this Court has been given original jurisdiction over actions which arise from the Defendant's violations of Title III of the Americans with Disabilities Act, 42 USC § 12181 et seq. See, also, 28 USC § 2201 and § 2202.
- 5. Plaintiff, HELEN SWARTZ is a Florida resident, is sui juris, has multiple sclerosis and relies on the use of an electric scooter to ambulate, as she is mobility impaired. She qualifies as a person with disabilities, as defined by the Americans with Disabilities Act.

Helen Swartz was born and raised in New York City and moved to the Philadelphia area in 1978 to attend graduate school. After completion of her studies, she founded a business and resided in the area until 2011. She was active in the business community and has many long-standing relationships that she has maintained throughout the years. She also had two children during those years, through which she knew many people.

Helen Swartz visited the property which forms the basis of this lawsuit from June 28 through June 29, 2019, and has reservations to return to the property on February 28 through February 29, 2020. Her daughter and granddaughter will be joining her to enjoy the beautiful campus of the University of Pennsylvania. She also wishes to avail herself of the goods and services offered to the public at the property, if the facilities are fully accessible and the barriers to access have been corrected. The Plaintiff has encountered architectural barriers at the subject property, which have impaired her use of the facilities and the amenities offered, and have endangered her safety at the facilities and her ability to access the facilities the property has to offer and use the restrooms.

6. The Plaintiff has encountered architectural barriers at the subject property, which are enumerated in paragraph 10. The barriers to access at the property have endangered her safety, and adversely affected her ability to use the facilities.

- 7. Defendant owns, leases, leases to, or operates a place of public accommodation as defined by the ADA and the regulations implementing the ADA, 28 CFR 36.201(a) and 36.104. Defendant is responsible for complying with the obligations of the ADA. The place of public accommodation that the Defendant owns, operates, leases or leases to is known as Sheraton University City Hotel, and is located at 3549 Chestnut Street, Philadelphia, PA 19103, in the County of Philadelphia.
- 8. HELEN SWARTZ has a realistic, credible, existing and continuing threat of discrimination from the Defendant's non-compliance with the ADA with respect to this property as described but not necessarily limited to the allegations in Paragraph 10 of this Complaint. Plaintiff has reasonable grounds to believe that she will continue to be subjected to discrimination in violation of the ADA by the Defendant. HELEN SWARTZ desires to visit Sheraton University City Hotel not only to avail herself of the goods and services available at the property but to assure herself that this property is in compliance with the ADA so that she and others similarly-situated will have full and equal enjoyment of the property without fear of discrimination.
- 9. The Defendant has discriminated against the individual Plaintiff by denying her access to, and full and equal enjoyment of, the goods, services, facilities, privileges, advantages and/or accommodations of the hotel, as prohibited by 42 USC § 12182 et seq.
- 10. The Defendant has discriminated, and is continuing to discriminate, against the Plaintiff in violation of the ADA by failing to, <u>inter alia</u>, have accessible facilities by January 26, 1992 (or January 26, 1993, if Defendant has 10 or fewer employees and gross receipts of \$500,000 or less). A preliminary inspection of the Sheraton University City Hotel has shown

that violations exist. These violations which HELEN SWARTZ personally observed or encountered, and which were verified by an ADA expert, include, but are not limited to:

- a. An accessible passenger loading zone is not provided in front of the site. This is in violation of section 503 of the 2010 Standards for Accessible Design. This condition made it difficult for plaintiff to gain access to the site. §36.304
- b. The ramp does not have appropriate handrails. This is in violation of section 405.8 of the 2010 Standards for Accessible Design §36.304. This condition made it difficult for the plaintiff to access.
- c. The check-in counter is too high. This is in violation of sections 227 and 904 of the 2010 Standards for Accessible Design. This condition made it extremely difficult for the Plaintiff to access the counter. §36:304.
- d. Accessible seating is not provided at the assorted tables or bar. This is in violation of sections 226 and 902 of the 2010 Standards for Accessible Design. This condition made it extremely difficult for the Plaintiff access the tables in the hotel.
- e. The bars are too high, including in the Sang Kee Noodle House. This is in violation of sections 226 and 902 of the 2010 Standards for Accessible Design. This condition made it extremely difficult for the Plaintiff access to the bar in the hotel.
- f. The vending machine is out of reach to a person in a wheelchair. This is in violation section 228.1 of the 2010 Standards for Accessible Design §36.202, §36.304. This condition denied plaintiff access to get a drink from the machine.
- g. In the Sang Kee toilet compartment, the pipe underneath the lavatory is exposed. This is in violation of section 606.5 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the plaintiff to access the facility.
- h. In the Sang Kee toilet compartment, the mirror is too high. This is in violation of section 603.3 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the plaintiff to access the facility.
- i. In the Sang Kee toilet compartment, the paper seat dispenser is out of reach to a person in a wheelchair. This is in violation of section 308 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the plaintiff to access

the facility.

- j. In the accessible guestroom, the closet rod is out of reach to a person using a wheelchair. This is in violation of section 811 of the 2010 Standards for Accessible Design. This condition made it difficult for the plaintiff to hang up her closes. §36.304.
- k. In the accessible guestroom bathroom, appropriate grab bars are not provided in the roll-in shower. This is in violation of section 806.2.4 of the 2010 Standards for Accessible Design §36.304. This condition makes it difficult to access the facility.
- 1. In the accessible guestroom bathroom, a fixed seat is not provided in the roll-in shower. This is in violation of section 806.2.4 of the 2010 Standards for Accessible Design §36.304. This condition makes it difficult to access the facility.
- m. In the accessible guestroom bathroom, the pipe underneath the lavatory is exposed. This is in violation of section 806.2.4 of the 2010 Standards for Accessible Design §36.304. This condition makes it difficult to enter/exit the bathroom.
- n. The shower spray unit in the roll-in shower in the accessible guestroom bathroom does not have an on/off control with a non-positive shut-off. This is in violation of section 806.2.4 of the 2010 Standards for Accessible Design §36.304. This condition makes it difficult to use.
- o. Items in the accessible guestroom and bathroom are out of reach to a person using a wheelchair. This is in violation of sections 308 and 806 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facilities.
- p. Appropriate Designations identifying permanent rooms and spaces are not provided by the doors. This is in violation of section 216.2 of the 2010 Standards for Accessible Design §36.304. This condition makes it difficult to find the appropriate rooms.
- q. In the toilet compartment, grab bars are not provided at the water closet. This is in violation of section 604.5 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- r. In the toilet compartment, the mirror is too high for a person in a wheelchair. This is in violation of section 603.3 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the mirror. §36.304.

- s. In toilet compartment, the pipe underneath the lavatory is exposed. This is in violation of section 606.5 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the plaintiff to access the facility.
- t. Inside the toilet compartment, the paper towel dispenser is too high. This is in violation of section 308 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the dispenser. §36.304.
- u. Inside the toilet compartment, the seat height of water closet is too low. This is in violation of section 604.4 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- v. The toilet compartment door hardware requires tight grasping, pinching, or twisting of the wrist to operate. This is in violation of section 604.8.1.2 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to access the door. §36.304.
- w. In the Fitness toilet compartment, grab bars are not provided at the water closet. This is in violation of section 604.5 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- x. In the Fitness toilet compartment, the flush control is located on the closed side of the water closet. This is in violation of section 604.9.5 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- y. In the Fitness toilet compartment, the mirror is too high for a person in a wheelchair. This is in violation of section 603.3 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the mirror. §36.304.
- z. Inside the Fitness toilet compartment, the paper towel dispenser is too high. This is in violation of section 308 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the dispenser. §36.304.
- aa. Inside the Fitness toilet compartment, the hook is too high. This is in violation of section 308 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- bb. Access is not provided to the outdoor patio. This is in violation of sections 206.2.2 and 303 of the 2010 Standards for Accessible Design. §36.304. This

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condition made it difficult for the Plaintiff to use the dispenser. §36.304.

- cc. The pool showers do not offer an accessible showerhead. This is in violation of sections 309 and 608.6 of the 2010 Standards for Accessible Design. §36.304. This condition made it difficult for the Plaintiff to use the facility. §36.304.
- dd. The hotel does not provide the required amount of compliant accessible guest rooms. This is in violation of section 224 of the 2010 Standards for Accessible Design. §36.304. This denies to Plaintiff the full and equal opportunity to stay at the subject hotel.

Maintenance

- ee. The accessible features of the facility are not maintained, creating barriers to access for the Plaintiff, as set forth herein, in violation of 28 CFR §36.211.
- 11. All of the foregoing cited violations are violations of both the 1991 Americans with Disabilities Act Guidelines (ADAAG) and the 2010 Standards for Accessible Design, as adopted by the Department of Justice.
- 12. The discriminatory violations described in Paragraph 10 are not an exclusive list of the Defendant's ADA violations. Plaintiff requires the inspection of the Defendant's place of public accommodation in order to photograph and measure all of the discriminatory acts violating the ADA and all of the barriers to access. The individual Plaintiff, and all other individuals similarly-situated, have been denied access to, and have been denied the benefits of services, programs and activities of the Defendant's facilities, and have otherwise been discriminated against and damaged by the Defendant because of the Defendant's ADA violations, as set forth above. The individual Plaintiff, and all others similarly-situated will continue to suffer such discrimination, injury and damage without the immediate relief provided by the ADA as requested herein. In order to remedy this discriminatory situation, the Plaintiff

requires an inspection of the Defendant's place of public accommodation in order to determine all of the areas of non-compliance with the Americans with Disabilities Act.

- 13. Defendant have discriminated against the individual Plaintiff by denying her access to full and equal enjoyment of the goods, services, facilities, privileges, advantages and/or accommodations of its place of public accommodation or commercial facility in violation of 42 USC § 12181 et seq. and 28 CFR. 36.302 et seq. Furthermore, the Defendant continue to discriminate against the Plaintiff, and all those similarly-situated by failing to make reasonable modifications in policies, practices or procedures, when such modifications are necessary to afford all offered goods, services, facilities, privileges, advantages or accommodations to individuals with disabilities; and by failing to take such efforts that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services.
- 14. Plaintiff is without adequate remedy at law and is suffering irreparable harm. Considering the balance of hardships between the Plaintiff and Defendant, a remedy in equity is warranted. Furthermore, the public interest would not be disserved by a permanent injunction. Plaintiff has retained the undersigned counsel and is entitled to recover attorney's fees, costs and litigation expenses from the Defendant pursuant to 42 USC § 12205 and 28 CFR 36.505.
- 15. Defendant is required to remove the existing architectural barriers to the physically disabled, when such removal is readily achievable for its place of public accommodation that has existed prior to January 26, 1992, 28 CFR 36.304(a); in the alternative, if there has been an alteration to Defendant's place of public accommodation since January 26, 1992, then the Defendant is required to ensure to the maximum extent feasible, that the altered portions of the facility are readily accessible to and useable by individuals with disabilities,

including individuals who use walkers and wheelchairs, 28 CFR 36.402; and finally, if the Defendant's facility is one which was designed and constructed for first occupancy subsequent to January 26, 1993, as defined in 28 CFR 36.401, then the Defendant's facility must be readily accessible to and useable by individuals with disabilities as defined by the ADA.

- 16. Notice to Defendant is not required as a result of the Defendant's failure to cure the violations by January 26, 1992 (or January 26, 1993, if Defendant have 10 or fewer employees and gross receipts of \$500,000 or less). All other conditions precedent have been met by Plaintiff or waived by the Defendant.
- 17. Pursuant to 42 USC § 12188, this Court is provided with authority to grant Plaintiff Injunctive Relief, including an order to require the Defendant to alter the Sheraton University City Hotel to make those facilities readily accessible and useable to the Plaintiff and all other persons with disabilities as defined by the ADA; or by closing the facility until such time as the Defendant cure its violations of the ADA. The Order shall further require the Defendant to maintain the required assessable features on an ongoing basis.

WHEREFORE, Plaintiff respectfully requests:

- a. The Court issue a Declaratory Judgment that determines that the Defendant at the commencement of the subject lawsuit are in violation of Title III of the Americans with Disabilities Act, 42 USC § 12181 et seq.
- b. Injunctive relief against the Defendant including an order to make all readily achievable alterations to the facility; or to make such facility readily accessible to and useable by individuals with disabilities to the extent required by the ADA; and to require the Defendant to make reasonable modifications in policies, practices or

procedures, when such modifications are necessary to afford all offered goods, services, facilities, privileges, advantages or accommodations to individuals with disabilities; and by failing to take such steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services.

- c. An award of attorney's fees, costs and litigation expenses pursuant to 42
 USC § 12205.
- d. Such other relief as the Court deems just and proper, and/or is allowable under Title III of the Americans with Disabilities Act.

Dated:		,2019

Respectfully submitted,

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Attorneys for Plaintiff Helen Swartz

JS 44 (Rev 106/17)

Case 1:10-cv-03486-PCIDecument ERFiled 08/01/19 Page 19 of 13 4 8 6

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of contra. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil decket sheet. (SEE INSTRIGETIONS ON NEXT PAGE OF THIS FORM.)

purpose of initiating the civif d	cket sheet (SEE INSTRUCT	KIONS ON NEXT PAGE OF	THIS FOR	RM)					
I. (a) PLAINTIFFS	1 1 1	N .		DEFENDANTS	•	19	0 4 0	Λ	
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(b) County of Residence o	f First Listed Plaintiff N KCFPT IN U.S. PLAINTIFF CA	Irami-Dade County, F SFS)	=L /	County of Residence of	of First Liste <i>(IN U.S. PL</i> NDEMNATIO	d Defendant	•)F	
(c) Attorneys (Firm Name A David S Dessen, Desse Grove, PA 19090, 215 4 Biscayne Blvd, N Miami,	n, Moses & Rossito, 6 96.2902 & Fuller, Full	00 Easton Rd, Willov er & Assoc., 12000	~	Attomeys (If Known)					
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VI CAUGE OF ACTIO	Title III of the Am	itute under which you are ericans with Disabílit	filing (Dies Act	o not cite jurisdictional state, 42 USC Sec. 1218	utes unless div	ersity)			
VI. CAUSE OF ACTIO	Brief description of ca					es			
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Case 2:19-cv-03486-PIDNITRIESITATES DISTRICT COURT/19 Page 12 of 13 FOR THE EASTERN DISTRICT OF PENNSYLVANIA

DESIGNATION FORM

(to be used by counsel or proce plaintiff to indicate the category of the case for the purpose of assignment to the appropriate calendar)

Address of Plaintiff: 330 V	West Avenue, Miami Beach, FL	33139
	Chestnut Street, Philadelphia, PA	19104
Place of Accident, Incident or Transaction: Sherato	on University City Hotel, 3549 Chestnu	ut St., Phila., PA 19104
RELATED CASE, IF ANY:		
	:: Date Terr	minated:
Civil cases are deemed related when Yes is answered to any		
l Is this case related to property included in an earlier num previously terminated action in this court?		No 🗸
2. Does this case involve the same issue of fact or grow ou pending or within one year previously terminated action		No 🗸
3. Does this case involve the validity or infringement of a numbered case pending or within one year previously te		No 🗸
4 Is this case a second or successive habeas corpus, social case filed by the same individual?	<u> </u>	No 🗾
I certify that, to my knowledge, the within case this court except as noted above. DATE 07/30/2019	is not related to any case now pending or within one y Attorney-at-Law / Pro Se Plaintiff	year previously terminated action in 17627 Attorney ID # (if applicable)
CIVIL: (Place a √ in one category only)		
CIVIL: (Place a √ in one category only) A. Federal Question Cases:	B. Diversity Jurisdiction Cases:	
	·	ury se specify)
A. Federal Question Cases: 1 Indemnity Contract, Marine Contract, and All Other 2 FELA 3 Jones Act-Personal Injury 4. Antitrust 5. Patent 6 Labor-Management Relations 7. Civil Rights 8. Habeas Corpus 9 Securities Act(s) Cases 10. Social Security Review Cases 11 All other Federal Question Cases	2. Airplane Personal Injury 2. Airplane Personal Injury 3. Assault, Defamation 4. Marine Personal Injury 5. Motor Vehicle Personal Inj 6. Other Personal Injury (Please) 7. Products Liability 8. Products Liability Asbest 9. All other Diversity Cases	ury se specify)
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Civ 609 (5/2018)

NOTE. A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

GEMENT TRACK DESIGNATION FORM

HELEN SWARTZ, Individually,

CIVIL ACTION NO. 19

3486

UPENN HOSPITALITY, INC., d/b/a SHERATON UNIVERSITY CITY HOTEL

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:

- (a) Habeas Corpus Cases brought under 28 U.S.C. § 2241 through § 2255. ()
- (b) Social Security · Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()
- (c) Arbitration Cases required to be designated for arbitration under Local Civil Rule 53.2.
- (d) Asbestos Cases involving claims for personal injury or property damage from exposure to asbestos. ()
- (e) Special Management Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)
- (f) Standard Management Cases that do not fall into any one of the other tracks.

David S. Dessen **Plaintiff** Attorney-at-law Attorney for

ddessen@dms-lawyer.com 215-658-1400 Telephone E-Mail Address FAX Number

(Civ. 660) 10/02